HOW EMR DATA AND PROCESS MANAGEMENT TECHNIQUES IMPROVE EFFICIENCIES

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Participants will be able to:

- **Describe** why a reduction in cost can also result in an improvement in quality
- **Examine** a process and identify opportunities to remove waste from processes
- **Discuss** benefits from process improvement activities

OBJECTIVES
21st Century Healthcare System

The Industry Challenge

Focus on Quality

Remove Waste

Process

Quality

Cost

INSTITUTE OF MEDICINE AGENDA FOR CHANGE

Shared Aims

Care Processes

Priority Conditions

Agency Processes

Environment for Improvement

LEAN PROCESS IMPROVEMENT

VALUE STREAM MAP

Chassis ➔ Seats ➔ Fenders ➔ Paint ➔ Tires ➔

I. PRODUCTION LEVELING
### FACTORY PRODUCTION FLOOR

#### PRODUCT: AUTOMOBILE

<table>
<thead>
<tr>
<th>Component</th>
<th>Supplier Coord</th>
<th>Retail Coord</th>
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<td>Billing</td>
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### HOMECARE “PRODUCTION FLOOR”

#### PRODUCT: MEDICAL RECORD

<table>
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The Story of Penrose

Pre-Implementation

Implementation

Post-Implementation

Process Improvement

THE ADMISSION PLANNING PROCESS

Create SP → Approve Dx → Accept Dx → Confirm Plan → Generate Plan
Penrose

DAYS TO COMPLETION OF 485


Process Improvement

WAIT TIMES PER TASK – 2013Q2

Create SP
Approve Dx
Accept Dx
Confirm Plan
Generate Plan
PI: Survival

- Managing tasks
- Time/Resources
- Satisfaction
- The change...

Penrose: The Domino Effect

As the task numbers grew for the admission planning process, other pieces were affected as well: Discharges piled high.
Penrose – ready, set, action!

WAIT TIME FOR APPROVE DX TASK

Penrose – the rest of the story

DAYS TO COMPLETION OF 485
**Centura Home Health/Hospice: What’s next?**

**Reports**
- What can we see from these reports?
- Where can we focus our next change?
- Do the reports prove what the staff is saying?
- Can we improve across the board?

**Focus**
- Patient Safety
- Staff Satisfaction
- Cost Reduction
- Increased Efficiency

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**PENROSE AND CENTURA: WHAT’S NEXT**

Average total visit time

![Graph showing average total visit time for 2013, 2014, and 2015]
Utilizing Reports

Moving us in the right direction:
- Patient Safety
- Employee Satisfaction
- Cost Savings/Efficiency
- Improved Documentation